Release B CDR RID Report

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Document CDR

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Section **Page** **Figure Table**

Category Name Processing (DPS) Design **Actionee** ECS
Sub Category
Subject Human Factors Engineering of Job Failure Monitoring/Diagnosing

Description of Problem or Suggestion:

A typical day at GSFC has 4,000-19,000 processing jobs, many of which will be failing in the first few months after launch. In order to monitor and then diagnose failures, mechanisms are required to condense the information into a manageable form, while still allowing quick navigation to information on specific failures.

Originator's Recommendation

Show how job failure information will be handled so that three production monitors (or fewer) can manage between 4,000 and 19,000 processing jobs daily.

GSFC Response by: **GSFC Response Date**

HAIS Response by: W. Knauss **HAIS Schedule**
HAIS R. E. C. Schwartz **HAIS Response Date** 9/24/96

Several tools would come into play situation described in the RID (thousands of jobs/day with a large percent being failures). The first tool is the AutoSys Alarm Manager which is where the first indication of problems will be seen. A red button will indicate that there has been one or more failures. Clicking on this button will provide a list of the jobs which have failed. It is possible to filter that list upon things such as the severity of failure or name of PGE. This screen will also have the DPR IDs of the failed jobs. These IDs can be cut from this screen and used in input into the second tool, the Exit Handling GUI. This tool will give additional information on the job which failed and allow easy access to the logs generated by that job to facilitate debugging of a problem. In addition, it has a filter mechanism to allow similar filtering of failures. The third tool used is the PDPS Report Generator and it is particularly important in the scenario posited by the RID. The Report Generator will help categorize the failures. For instance, a report could be generated which would, for a given period of time, show PGE ID, exit code and number of occurrences. This would allow operations personnel to focus their efforts on the more significant (in terms of numbers and severity) of failures. The combination of these tools will give the operators the ability to cope with the scenario, in as much as such a scenario can be controlled.

Status **Closed** **Date Closed** **12/20/96** **Sponsor** **Kempler**

****** **Attachment if any** ******

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